

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002

55100	4/1/02	RO HUNG UP	SUPERVISOR COACHED RO	4/4/02
55109	4/1/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/4/02
55111	4/1/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/1/02
55145	4/2/02	RO HUNG UP	SUPERVISOR COACHED RO	4/5/02
55148	4/2/02	UNABLE TO REACH 800 NUMBER	PROVIDED ALTERNATE NUMBER	4/24/02
55149	4/2/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/2/02
55150	4/2/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	4/5/02
55153	4/2/02	RO DID NOT FOLLOW INSTRUCTIONS; SPELLING	SUPERVISOR COACHED RO	4/4/02
55154	4/2/02	RO DID NOT FOLLOW INSTRUCTIONS; HUNG UP	SUPERVISOR COACHED RO	4/4/02
55164	4/3/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/19/02
55183	4/3/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	4/9/02
55197	4/3/02	RO DID NOT GIVE ID NUMBER; HUNG UP	UNABLE TO IDENTIFY RO	4/4/02
55207	4/4/02	ROs DO NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY SPECIFIC RO	4/4/02
55208	4/4/02	RO DID NOT PROVIDE ID; DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/5/02
55214	4/4/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/6/02
55228	4/4/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	4/10/02

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55241	4/5/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/9/02
55245	4/5/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/9/02
55246	4/5/02	SUPERVISOR HUNG UP	MANAGER COACHED SUPERVISOR	4/9/02
55252	4/5/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	4/8/02
55254	4/5/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/9/02
55259	4/5/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/23/02
55261	4/5/02	CA TOOK CONTROL OF CALL	UNABLE TO IDENTIFY CA	4/10/02
55277	4/6/02	RO HUNG UP	SUPERVISOR COACHED RO	4/23/02
55296	4/7/02	UNSUCCESSFUL TRANSFER TO STS	TECHNICIANS UNABLE TO DUPLICATE	4/19/02
55301	4/7/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/24/02
55324	4/8/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	4/24/02
55325	4/8/02	TALKING IN BACKGROUND	CA NUMBER NOT PROVIDED	4/30/02
55328	4/8/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/24/02
55329	4/8/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	4/25/02
55330	4/8/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	4/17/02
55331	4/8/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	4/10/02

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55333	4/8/02	RO HUNG UP	SUPERVISOR COACHED RO	4/12/02
55338	4/8/02	UNABLE TO CONNECT ASCII NUMBER	TECHNICIANS UNABLE TO DUPLICATE	4/8/02
55342	4/8/02	REACHED RESIDENCE DIALING CRS	REFERRED TO LEC	4/9/02
55377	4/9/02	ROs DO NOT FOLLOW INSTRUCTIONS	REFERRED TO TRAINING	4/9/02
55378	4/9/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	4/9/02
55381	4/9/02	ECHO	UNABLE TO GET COMPLETE INFORMATION	4/9/02
55385	4/9/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/14/02
55386	4/9/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/18/02
55387	4/9/02	RO PROCEDURE MISUNDERSTANDING; DID NOT PROVIDE ID	SUPERVISOR COACHED RO	4/17/02
55409	4/10/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	4/10/02
55416	4/10/02	CAs CANNOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	4/18/02
55417	4/10/02	RO TOOK TOO LONG TO DIAL OUT	SUPERVISOR COACHED RO	4/17/02
55427	4/10/02	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	4/14/02
55437	4/11/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/11/02
55440	4/11/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	4/11/02
55444	4/11/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/11/02

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55448	4/11/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/12/02
55453	4/11/02	RO SPELLING	SUPERVISOR COACHED RO	4/13/02
55457	4/11/02	CAs NEED MORE TRAINING	SPECIFIC CA NUMBER NOT PROVIDED	4/11/02
55458	4/11/02	RELIEF CA DID NOT PROVIDE ID	SUPERVISOR COACHED CA	4/18/02
55482	4/12/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/18/02
55483	4/12/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/23/02
55485	4/12/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/12/02
55486	4/12/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/17/02
55487	4/12/02	REACHED OTHER COMPANY DIALING 7-1-1	PBX/SWITCH TRANSLATION UPDATED	4/16/02
55489	4/12/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	
55521	4/14/02	CA COULD NOT PROCESS CALL	SPECIFIC INFORMATION NOT PROVIDED FOR FOLLOW-UP	4/14/02
55531	4/14/02	UNABLE TO PLACE CALL USING CoC	REQUESTED CoC INFO FOR FOLLOW-UP WITH PROVIDER	4/20/02
55557	4/15/02	CA CAN NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	4/30/02
55569	4/15/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/17/02
55592	4/16/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	4/16/02
55596	4/16/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/22/02

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55605	4/16/02	CAs CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	4/16/02
55628	4/17/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/22/02
55631	4/17/02	VOLUME PROBLEM	TECHNICIANS UNABLE TO DUPLICATE	4/17/02
55642	4/17/02	SUPERVISOR PROCEDURE MISUNDERSTANDING	MANAGER COACHED SUPERVISOR	4/17/02
55643	4/17/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/17/02
55644	4/17/02	SUPERVISOR INTERRUPTED CALL	MANAGER COACHED SUPERVISOR	4/19/02
55669	4/18/02	CAs VOLUME TOO LOUD	CUSTOMER HEADSET ISSUE	4/18/02
55672	4/18/02	SUPERVISOR INTERRUPTED CALL	EXPLAINED SPANISH ACCESS NUMBER AVAILABLE	4/30/02
55676	4/18/02	NOISE IN BACKGROUND	TECHNICIANS UNABLE TO DUPLICATE	4/18/02
55679	4/18/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/18/02
55694	4/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/19/02
55695	4/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	SYSTEM ADMINISTRATOR REMOVED BLOCK	4/24/02
55696	4/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/24/02
55700	4/19/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	4/22/02
55702	4/19/02	INMATE UNABLE TO PLACE STS CALLS	DETERMINED TO BE A FRAUDULENT USER	4/22/02
55705	4/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/19/02

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55728	4/20/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/23/02
55732	4/20/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/22/02
55733	4/20/02	RO HUNG UP	UNABLE TO IDENTIFY RO	4/20/02
55736	4/20/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/20/02
55737	4/20/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/22/02
55748	4/21/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	4/22/02
55750	4/21/02	LONG TIME TO ANSWER CALLS	SPECIFIC RO NUMBER NOT PROVIDED	4/21/02
55757	4/21/02	BACKGROUND NOISES	TROUBLE REPORT COMPLETED	4/21/02
55758	4/21/02	CA WAS NOT HELPFUL	UNABLE TO IDENTIFY CA	4/21/02
55759	4/21/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	4/21/02
55760	4/21/02	CA DID NOT RE-VOICE	UNABLE TO IDENTIFY CA	4/21/02
55762	4/21/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	4/23/02
55794	4/22/02	CAs CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	4/22/02
55798	4/22/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER NOT AVAILABLE	4/22/02
55801	4/22/02	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	4/29/02
55813	4/23/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/25/02

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55816	4/23/02	DISCONNECTED USING WYNDTELL	TECHNICIANS UNABLE TO DUPLICATE	4/23/02
55818	4/23/02	RO REQUESTED PERSONAL INFORMATION	UNABLE TO IDENTIFY RO	4/23/02
55820	4/23/02	RO HUNG UP	UNABLE TO IDENTIFY RO	4/24/02
55827	4/23/02	ANI DOES NOT APPEAR WHEN DIALING STS THROUGH VERIZON	CA WILL SOLICIT ANI INFORMATION	4/23/02
55828	4/23/02	DISCONNECTED IN TRANSFER TO STS	TROUBLE REPORT COMPLETED	4/23/02
55840	4/24/02	RO HUNG UP	TROUBLE REPORT COMPLETED	4/24/02
55843	4/24/02	RO HUNG UP	SUPERVISOR COACHED RO	4/25/02
55851	4/24/02	CUSTOMER SERVICE WAS NOT HELPFUL	SUPERVISOR COACHED REPRESENTATIVE	4/30/02
55871	4/25/02	NOISE IN BACKGROUND	TROUBLE REPORT COMPLETED	4/25/02
55873	4/25/02	ECHO; PROFILE ISSUES	TROUBLE REPORT COMPLETED	4/25/02
55886	4/25/02	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	4/25/02
55899	4/26/02	NOISE ON LINE	TROUBLE REPORT COMPLETED	4/26/02
55904	4/26/02	GARBLE	RESCHEDULED APPOINTMENT	4/30/02
55905	4/26/02	FAST BUSY ON TERM END OF 2LVCO CALL	REFERRED TO LEC	4/26/02
55909	4/26/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC FOR POSSIBLE BLOCK	4/26/02
55923	4/27/02	STATIC	REFERRED TO LEC	4/27/02

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55957	4/29/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	4/29/02
55976	4/30/02	RO TOOK CONTROL OF CALL	UNABLE TO IDENTIFY RO	4/30/02
55985	4/30/02	RO WAS RUDE	SUPERVISOR COACHED RO	4/30/02

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55328	5/1/02	CA UNABLE TO PROCESS CALL	TEMPORARY TECHNICAL PROBLEM	5/1/02
55346	5/1/02	CA UNABLE TO PROCESS CALL	TEMPORARY TECHNICAL PROBLEM	5/1/02
55759	5/1/02	RO HUNG UP	SUPERVISOR COACHED RO	5/2/02
56845	5/2/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/2/02
57104	5/2/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/13/02
57168	5/3/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/3/02
57303	5/3/02	RO HUNG UP	UNABLE TO IDENTIFY RO	5/3/02
57307	5/3/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	5/13/02
57312	5/3/02	COULD NOT PLACE COLLECT CALL	REFERRED TO INSTITUTION ADMINISTRATION	5/3/02
57654	5/3/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/3/02
57777	5/3/02	UNABLE TO PLACE CALL; RESTRICTED PHONE	REFERRED TO INSTITUTION ADMINISTRATION	5/3/02
57804	5/4/02	CA HUNG UP	SUPERVISOR COACHED CA	5/8/02
57922	5/4/02	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	5/11/02
58060	5/4/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	5/4/02
58107	5/5/02	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	5/5/02
58145	5/5/02	CA HUNG UP	SUPERVISOR COACHED CA	5/5/02

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58226	5/5/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/8/02
58416	5/6/02	RO HUNG UP	SUPERVISOR COACHED RO	5/7/02
58702	5/6/02	RO DID NOT ANNOUNCE RELAY	SUPERVISOR COACHED RO	5/8/02
58920	5/7/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/7/02
58941	5/7/02	STS CA PROFICIENCY	SUPERVISOR COACHED CAs	5/13/02
59132	5/7/02	STS CAs NEED MORE TRAINING	SUPERVISORS COACHED ALL CAs	5/7/02
59344	5/7/02	SUPERVISOR INTERRUPTED	MANAGER COACHED SUPERVISOR	5/7/02
59345	5/7/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/8/02
59829	5/8/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/13/02
59904	5/8/02	UNABLE TO MAKE CALLS USING CELL PHONE	REFERRED TO CELL PHONE PROVIDER	5/8/02
60270	5/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/11/02
60300	5/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/10/02
60436	5/9/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/9/02
60506	5/9/02	RO TYPING SPEED	SUPERVISOR COACHED RO	5/9/02
60696	5/10/02	RO PROVIDED WRONG INFORMATION	SUPERVISOR COACHED RO	5/11/02
60947	5/10/02	RO HUNG UP	SUPERVISOR COACHED RO	5/10/02

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60952	5/10/02	RO HUNG UP	SUPERVISOR COACHED RO	5/10/02
61032	5/11/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/11/02
61142	5/11/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	5/11/02
61204	5/11/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/13/02
61211	5/11/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/11/02
61219	5/11/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/13/02
61222	5/11/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/13/02
61296	5/11/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	5/12/02
61298	5/11/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	5/21/02
61299	5/11/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	5/12/02
61307	5/11/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/11/02
61420	5/12/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/12/02
61486	5/12/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/13/02
61512	5/12/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	5/13/02
61594	5/13/02	CA UNABLE TO PROCESS CALL	TEMPORARY TECHNICAL PROBLEM	5/13/02
61918	5/13/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/13/02

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62186	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62217	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62219	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62293	5/14/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/14/02
62297	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62429	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62502	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62509	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62753	5/14/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/15/02
62755	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62756	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
62958	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63011	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63019	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63027	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63188	5/15/02	RO HUNG UP	SUPERVISOR COACHED RO	5/28/02

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63242	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63242	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
63264	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63269	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63291	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63295	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63306	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63314	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63364	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63365	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63367	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63368	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63371	5/15/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/30/02
63372	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63378	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63487	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02

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63508	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63513	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63647	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63655	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63800	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63806	5/16/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/16/02
63901	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63910	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
63997	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64009	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64062	5/17/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/17/02
64127	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64200	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64372	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64376	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64377	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02

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64395	5/18/02	MALE ROs TALK TOO SOFTLY	UNABLE TO IDENTIFY SPECIFIC ROs	5/18/02
64428	5/18/02	UNABLE TO PLACE CALLS USING CELL PHONE	REFERRED TO CELL PHONE PROVIDER	5/18/02
64504	5/18/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/19/02
64526	5/18/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/18/02
64627	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64646	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64725	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64747	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64748	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64749	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64750	5/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/19/02
65101	5/20/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	5/21/02
65125	5/20/02	COULD NOT REACH CRS AFTER DIALING *82	TECHNICIANS UNABLE TO DUPLICATE	5/20/02
65128	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
65154	5/20/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/22/02
65155	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02

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65253	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
65281	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
65348	5/20/02	RO DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED RO	5/22/02
65351	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
65352	5/20/02	RO DID NOT SPEAK CLEARLY	UNABLE TO IDENTIFY RO	5/22/02
65538	5/21/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/21/02
65622	5/21/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/21/02
65725	5/21/02	ROs DO NOT FOLLOW PROFILE	UNABLE TO IDENTIFY SPECIFIC ROs	5/21/02
65877	5/21/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/24/02
65893	5/21/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/21/02
65929	5/21/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/21/02
65980	5/21/02	RO HUNG UP	SUPERVISOR COACHED RO	5/21/02
65983	5/21/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/22/02
66035	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66192	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66225	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02

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66301	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66307	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66353	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66495	5/22/02	CA WAS RUDE	SUPERVISOR COACHED RO	5/23/02
66501	5/22/02	BACKGROUND SOUNDS HEARD	UNABLE TO DUPLICATE	5/22/02
66644	5/23/02	RO TRANSPARENCY	SUPERVISOR COACHED RO	5/24/02
66780	5/23/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/23/02
66854	5/23/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/23/02
66908	5/23/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/23/02
66911	5/23/02	RO HUNG UP	SUPERVISOR COACHED RO	5/23/02
66965	5/23/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/23/02
67170	5/24/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/24/02
67172	5/24/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/24/02
67422	5/24/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	5/24/02
67490	5/25/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	5/25/02
67552	5/25/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/25/02

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67580	5/25/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/25/02
67657	5/26/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/26/02
67736	5/26/02	RO NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	5/26/02
67892	5/27/02	RO WAS INATTENTIVE	UNABLE TO IDENTIFY RO	5/27/02
67932	5/27/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/27/02
67968	5/28/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	5/28/02
67969	5/28/02	RO WAS RUDE; HUNG UP	UNABLE TO IDENTIFY RO	5/28/02
68296	5/28/02	RO HUNG UP	SUPERVISOR COACHED RO	5/29/02
68493	5/28/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	5/28/02
68506	5/28/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/28/02
68522	5/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/29/02
68526	5/28/02	UNABLE TO PLACE CALL USING CELL PHONE	REFERRED TO CELL PHONE PROVIDER	5/28/02
68581	5/29/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/30/02
68715	5/29/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	5/29/02
68925	5/29/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	5/29/02
68965	5/29/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	5/29/02

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69101	5/29/02	CA UNABLE TO PROCESS CALL	TEMPORARY TECHNICAL ISSUE	5/29/02
69108	5/29/02	RO HUNG UP	SUPERVISOR COACHED RO	5/29/02
69123	5/29/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/29/02
69144	5/29/02	RO HUNG UP	UNABLE TO IDENTIFY RO	5/29/02
69152	5/30/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/30/02
69689	5/30/02	GENERAL COMPLAINT ABOUT CAs	UNABLE TO IDENTIFY SPECIFIC CA	5/25/02
69730	5/31/02	RO BROKE TRANSPARENCY; HUNG UP	SUPERVISOR COACHED RO	5/31/02
69850	5/31/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/31/02
69984	5/31/02	RO HUNG UP	SUPERVISOR COACHED RO	5/31/02
70274	5/31/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/31/02